



Client Services Operations Manager Job Description

Date Completed: 7-27-2020

Work Location: VMCLI

Title: Client Services Operations Manager

Department: Clerical

Exempt Status: Exempt

Position Status: FT

Reports to: Hospital Administrator (HA), Hospital Supervisor, Owners

Works closely with: Customer Service Supervisor, Lead Client Care Coordinators, Client Care Coordinators, Triage Assistants, Medical Billers, Referral Coordinators, Hospital Administrator, Hospital Supervisor, Clinicians, and Owners

Direct Reports: Customer Service Supervisor, Lead Client Care Coordinators, Client Care Coordinators, Medical Billers, Referral Coordinators, Triage assistants

VMCLI's Conformance Statements:

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Position Description:

In conjunction with the Hospital Administrator, the CSOM is responsible for ensuring that high quality client care services are being offered to all customers, RDVM's, including but not limited to visitors, veterinary clients, animals, interns, and staff. The CSOM ensures that VMCLI's Customer Service Standards, Client Service Operations, policies & procedures are being met by all Clerical Personnel alike. The CSOM must always maintain a happy and professional demeanor while responding to the operational needs of the client services departments, which include, but are not limited to, all customer service channels, billing, auditing, accounts receivable, telecommunications, referral processing, and interoffice communication standards. This position must maintain a lead by example disposition, acting as a role model for all clerical staff.

Responsibilities/Duties/Functions/Tasks

The following is a list of essential job requirements. This list may be revised at any time and additional duties not listed here may be assigned as needed. Job Functions and Job Responsibilities include, but are not limited to:

Supervision & Performance of Client Services Team, Accounts Receivables, & External Referral Relations.

- Ensures that all clerical employees adhere to Customer Service Standards and VMCLI policies & procedures.
- Ensures that every employee who comes into direct contact with clients, either in person or via other communications method, is playing their role as educators and are well informed and well versed about all of VMCLI services and policies.

- Oversees and ensures that the highest quality client services are offered to all clients, RDVM's, callers, and email inquiries (internal and external) alike.
- Handles Customer complaints professionally and finds diplomatic resolutions.
- Initiates, supports and implements quality improvement programs and supports a productive and professionally fulfilling work culture.
- Participates in strategic planning with Hospital Administrator and other Supervisors to enhance customer service standards that meet the growing needs of our practice, personnel, and referral community.
- Recognizes outstanding staff performance, initiative, and innovation by informing the HA.
- Provides constructive feedback to the HA on matters of staff performance, in regards to customer care, efficiency and compliance.
- Communicates constantly with the HA through biweekly meetings.
- Instills teamwork amongst the clerical staff, other departments and all personnel.
- Ensures the Client patient process is a positive and mutually beneficial experience by ensuring, all direct reports are providing the highest level of client support, up to and including, keeping clients informed of expected waiting times, if there are any delays, quickly understanding the clients needs and initiate the process of meeting those needs, helping clients complete forms, and, educating clients on financial assistance options, with empathy, compassion, and kindness, while upholding the practice principals and policies.
- Maintains a culture that upholds & exhibits a compassionate attitude towards all people and animals at all times.
- Communicates new policies and keeps all client service team members updated regularly on customer service standards and information through written and verbal means.
- Maintains and upholds a clean, pleasant and enjoyable environment for all clients, staff & animals. Enforces & Upholds clerical dress code
- As required, work with VMCLI staff and administration on a variety of projects.
- Maintains positive internal working relationships with all department employees and facility staff, and doctors, by communicating in a professional & positive manner.
- Ensures that all necessary supplies are assigned and monitored, stocked and ordered for the all clerical services.
- Acts as a role model and ensures that all clerical employees answer the phone in a courteous, prompt manner and provides customer assistance on a range of issues from animal admissions, questions about VMCLI services, RDVM issues, etc.
- Ensures that all practice voice mails are checked and responded to, in a timely manner according to VMCLI's Customer Service Standards.
- Ensures, that all follow-up calls to clients after services have been provided to see how things are going.
- Ensures that client appointments are being made properly, confirmed accordingly, in conjunction with the HA.
- Responds and upholds all clerical staff maintain a positive, cheerful working environment

Supervision & Maintenance of Documentation

- Monitors Impromed reports, ensuring clerical accuracy.
- Ensures that appointed personnel are monitoring all paperwork & Impromed records to ensure they are properly entered and maintained, such as invoices, estimates, and medical charges.
- Reports all required statistics and information to the HA.
- Recommends technology enhancements to the HA, to meet the changing and growing facility & referral needs.
- Investigates technology recommendations for enhanced growth and savings for the practice.
- Adheres to and supervises employee's compliance of policies & procedures.

Housekeeping/Maintenance

- Verifies and ensures that the reception and waiting areas are neat and clean at all times.
- Always maintains professional appearance.
- Ensures the Desk is kept organized, clutter free, and is neat and clean and that all items are properly labeled (when applicable).

Financial Responsibilities

- Ensures all monetary transactions with clients, RDVM's and personnel are performed accurately and in accordance with VMCLI standards.
- Ensures all cash/checks, etc. is secure at all times.
- Ensures all chargebacks are responded to in a timely and accurate manner.
- Ensures all collections activities are completed timely and follow all legal requirements. May need to make courts appearances with the AR services to insure VMCLI accounts are paid.

Administration:

- Responsible for ensuring accurate payroll time records and time off policies are upheld by all clerical personnel.
- Oversees all clerical Scheduling and ensures adequate coverage is maintained, by holding all leadership personnel accountable.
- Monitoring vacation and sick time for clerical personnel, in accordance with VMCLI policies and procedures.
- Clerical Hiring, assessment, and termination in conjunction with HA & HR department Policies
- Annual performance appraisals administration and drafting for all clerical personnel
- Performance improvement plan administration and drafting
- General bookkeeping and accounts receivable for both clients and personnel.

Requirements

- High School Degree or equivalent,
- BA in business administration
- Minimum of 5 years supervising experience
- Minimum of 5 years of business management experience in a customer service healthcare industry
- Computer and data entry experience

Qualifications

- Excellent leadership, teamwork and assertiveness skills.
- Ability to lead and supervise staff, in conjunction with other supervisors.
- Ability to work efficiently with limited supervision.
- Concern and respect for animals and people and a belief in the benefits of strong human/animal bonds.
- Ability to maintain composure and excel in a fast-paced environment while remaining organized and accurate.
- Ability to communicate with the public in a respectful manner, even under pressure.
- Punctuality
- Ability to take initiative and make mature individual and team-based decisions.
- Ability to follow established policies and procedures and demonstrate good judgment in exceptional situations.
- Ability to communicate policies, procedures and guidelines and follow through with implementation, and monitoring results.
- Ability to represent the values of VMCLI by working in a culturally diverse environment and community in a way that fosters understanding and compassion.

Specific Work Requirements

- May need to lift 30 pounds
- Provide support to both Weekend and holidays with schedule flexibility
- Professional attire

Employee Acknowledgement

Print Name

Signature

Date